



## **STATE OF COLORADO**

### **CLASS SERIES DESCRIPTION September 1, 1993**

#### **POLICE COMMUNICATIONS**

G1A1IX TO G1A3XX

#### **DESCRIPTION OF OCCUPATIONAL WORK**

This class series uses three levels in the Administrative Services and Related Occupational Group and describes work in operating radio consoles and computer terminals to receive, record, and transmit police communications. Work involves receiving complaints from the public concerning crime or emergencies, evaluating the urgency of the complaint, broadcasting information to patrol units to investigate, relaying instructions or questions, and monitoring the status and location of officers. Positions also transmit information to other law enforcement, emergency, or maintenance agencies; retrieve background information from state and national computer databases; and, may monitor alarm systems.

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#### **POLICE COMMUNICATIONS INTERN**

G1A1IX

#### **CONCEPT OF CLASS**

This class describes the entry level. Work is designed to train positions for a higher level in the class series. Although tasks are similar to those of the fully-operational level, assignments are structured and performed with direction and assistance from others. Positions carry out established work processes and operations by learning to apply and follow procedures, techniques, rules, and regulations. Once training has been completed, the position is to be moved to the next level. Positions should not remain in this class indefinitely.

#### **POLICE COMMUNICATION TECHNICIAN**

G1A2TX

#### **CONCEPT OF CLASS**

This class describes the fully-operational level. Positions receive and record emergency and routine complaints; clarify the situation and determine the need for, and level of, response; transmit information

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to officers; retrieve and update crime reports and background inquiries. Work also includes performing other office support tasks in support of the communication function, such as filing, data entry and typing, and checking-out keys and equipment.

**FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

**Decision Making** -- The decisions regularly made are at the operational level, as described here. Within limits set by the specific process, choices involve deciding what operation is required to carry out the process. For example, the position's reaction to a specific call is based on the nature of the situation. This includes determining how the operation will be completed. For example, for each call, the position will evaluate the severity of the situation and determine what steps to take first, what and how many units to send, whether other services need to be dispatched also, and when to release the caller. By nature, data needed to make decisions are numerous and variable so reasoning is needed to develop the practical course of action within the established process. For example, a position uses reasoning in calming the caller to obtain information needed to clarify the situation and determine what course of action to pursue. Choices are within a range of specified, acceptable standards, alternatives, and technical practices. For example, a position has specified standards and instructions covering the first aid advice that may be given.

**Complexity** -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study information from the caller and the status of patrol units to determine what it means and how it fits together in order to get practical solutions in the form of dispatching the proper personnel and equipment to respond to the situation. Guidelines in the form of standard operating manuals, policy, regulations, and crime databases exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines which may change for varying circumstances as the task is repeated. For example, positions adapt guidelines and instructions in order to prioritize multiple calls and dispatch the proper level of response which depends on the day, time, location, and circumstances of the given situation. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation. While guidelines and instructions exist, they do not cover all situations so the position tailors the response to the individual situation which may not be appropriate for another situation.

**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of detecting, discovering, exposing information, problems, or violations by interviewing or investigating where the issues or results of the contact are not known ahead of time. For example, the position interviews callers who may be distraught in order to search for information needed to clarify the situation where the problem and proper response are not known initially.

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as an individual contributor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team. This level may include

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positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

**POLICE COMMUNICATION SUPERVISOR**

G1A3XX

**CONCEPT OF CLASS**

This class describes the unit supervisor responsible for the daily operation of the communication center. Positions in this class supervise at least three full-time equivalent positions, including decisions affecting pay, status, and tenure. Work includes monitoring the work load and flow, ensuring compliance with policy and regulations, establishing work schedules and production standards, creating operating procedures and writing manuals, designing courses and training staff, ordering supplies and maintaining equipment, and resolving complaints against staff. The factors in this class differ from those of the Police Communication Technician on Line/Staff Authority.

**FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

**Decision Making** -- The decisions regularly made are at the operational level, as described here. Within limits set by the specific process, choices involve deciding what operation is required to carry out the process. This includes determining how the operation will be completed. For example, the unit supervisor creates operating procedures and writes manuals, establishes work plans and staffing levels, and designs training courses for staff. By nature, data needed to make decisions are numerous and variable so reasoning is needed to develop the practical course of action within the established process. For example, in organizing the daily operations of a communication center, positions develop practical procedures and instructions for staff. Choices are within a range of specified, acceptable standards, alternatives, and technical practices.

**Complexity** -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study operational information to determine what it means and how it fits together in order to get practical solutions in the form of work plans, schedules, records processing procedures, and performance standards for the work unit. Guidelines in the form of standard processes, policy, regulations, communication systems, and crime databases exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines which may change for varying circumstances as the task is repeated. For example, establishing exceptions or options to standards that are used by staff is often dependent on the various scenarios encountered. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation. For example, positions modify resource usage and work plans to adjust to unforeseen situations that arise.

**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of detecting, discovering, exposing information, problems, or violations by interviewing or investigating where the issues or results of the contact are not

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known ahead of time. For example, the supervisor interviews all parties in order to clarify and resolve a problem or complaint with service where the nature and cause of the problem are not known initially.

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as a unit supervisor. The unit supervisor is accountable, including signature authority, for actions and decisions that directly impact the pay, status, and tenure of three or more full-time equivalent positions. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. The elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, signing performance plans and appraisals, and resolving informal grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

**ENTRANCE REQUIREMENTS**

Minimum entry requirements and general competencies for classes in this series are contained in the State of Colorado Department of Personnel web site.

For purposes of the Americans with Disabilities Act, the essential functions of specific positions are identified in the position description questionnaires and job analyses.

**CLASS SERIES HISTORY**

Effective 9/1/93 (KKF). Job Evaluation System Revision project. Published as proposed 3/22/93.

Revised 10/1/87. Changed class title from Public Safety Dispatcher to Police Communication Technician and minimum requirements.

Revised 7/1/82. Created multiple ranges.

Revised 7/1/79. Changed grade, relationship, and minimum requirements.

Revised 9/1/76. Created the supervisor class.

Created 7/1/75.

**SUMMARY OF FACTOR RATINGS**

| Class Level                 | Decision Making | Complexity | Purpose of Contact | Line/Staff Authority |
|-----------------------------|-----------------|------------|--------------------|----------------------|
| Police Communication Intern | na              | na         | na                 | na                   |
| Police Communication Tech   | Operational     | Patterned  | Detect             | Indiv. Contributor   |
| Police Communication Supv   | Operational     | Patterned  | Detect             | Unit Supervisor      |

ISSUING AUTHORITY: Colorado Department of Personnel/General Support Services